

# Quality Customer Service Success with Service Cloud

Virsys12 understands the challenges of a growing company: high demand and limited capital. We also know how important it is to build your customer service capabilities to scale and have a 360-degree view of your customers.

The Salesforce Service Cloud Quick Start package accelerates your implementation for case tracking and awesome customer service. This quick-start solution allows you to get started with Service Cloud while creating a foundation for future growth and scalable process.

## Service Cloud Quick Start Packages by



Accounts | Contacts | Cases & Customer Service Process | Follow-up/Retention with activities, task, notes, events

### Discovery

Initial half-day scoping and prioritizations session

### Account and Contact Demographics Tracking and Management

Capture demographic information on your customer accounts and contacts

### Activity Tracking

Monitor all associated customer service activity tracking, from initial inquiry to closed case, and track steps along the way

### Case Management and Customer Service Process

Manage inquiries and issues from your customers with case statuses, next steps and key data points to help your team provide awesome customer service in record time -- quickly and efficiently

### Training

Initial half-day training session to help you build your own automations

Fixed Price of \$15,000 based on specified deliverables and defined scope delivered within 70 hours of prioritized work. Recommended for 10 or less EE or UE licenses to get started on your Service Cloud journey. Additional configuration, integrations, appropriate applications and strategy available on a time and materials basis. Contact a Virsys12 representative for more information.

[solutions@virsys12.com](mailto:solutions@virsys12.com) | 615.800.6768 | [virsys12.com](http://virsys12.com)